

Abstract of the Disclosure

5 In providing an information assistance service, an information assistance call from a user is placed in a call queue when operators are not available to answer the call. In accordance with the invention, the call may be accorded priority in the call queue based on a measure of an excess wait time (EWT) incurred in a prior call(s) from the same user. The EWT is defined as the wait time for the service in excess of a predetermined acceptable service wait time, which may be greater than or equal to zero. The queue prioritization in accordance with the invention increases the likelihood of answering the current call from a user, who experienced a EWT in a prior call(s), within the acceptable service wait time.